

DEPARTMENT OF THE ARMY  
293<sup>RD</sup> BASE SUPPORT BATTALION  
UNIT 29901, BOX 25  
APO AE 09086

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**STANDING OPERATING PROCEDURE**  
**RELOCATION READINESS - LENDING CLOSET**

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AEUSG-MA-ACS (608-1)

30 November 1999

1. PURPOSE. Prescribe procedures for administering the Army Community Service (ACS) Relocation Readiness Lending Closet (LC).
2. APPLICABILITY. These provisions are applicable to authorized personnel and activities in the 293<sup>rd</sup> Base Support Battalion (BSB) area of operation. Authorized personnel are active duty, reserve military personnel on active duty, DoD civilians, and their family members.
3. SCOPE. The LC is a loan service of basic household utensils designed to assist active duty, reserve service members and DoD civilians and their families until arrival of their own goods or for departing personnel after shipment of goods prior to departure.
4. GENERAL. Personnel shall comply with procedures outlined in AR 608-1, Army Community Service Center, 1 Oct 99, this SOP and any additional procedures as may be implemented by the Relocation Readiness Manager (RRM) and/or ACS Officer (ACSO).
5. RESPONSIBILITIES.
  - a. The chain of command for the LC contractor is:  
Contractor, RRM, ACSO.
  - b. Maintain LC items in clean and serviceable condition.
  - c. Ensure dish packs are assembled and available for issuance at all times.
  - d. Keep LC area clean and neat.
  - e. Assist clients who wish to borrow/return items from/to the LC.
  - f. Statistics covering LC clients (new/clear) shall be submitted to the RRM weekly each Friday.

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g. As a minimum, an annual inventory of LC items shall be submitted by the contractor to the RRM NLT 30 days after the beginning of the contract.

h. LC items shall be issued for a period of 30 days. Extensions shall be granted for an additional 30 days if household goods are not yet available. For periods longer than 60 days, verification of proposed arrival date from the transportation office is required. Transformer shall be issued for a maximum time of 2 weeks. Vacuum cleaners shall be issued for a maximum time of 1 week. Exceptions are authorized by the RRM or ACSO. **NOTE: Reservists may be allowed to keep items longer only if items are not needed to cover normal lending needs. Items concerned must be returned within two working days after notification to the reservist. Reservists will be briefed on this policy to preclude misunderstandings.**

i. Personnel must present a current ID card and a copy of sponsor's unit assignment orders and complete a LC Issue Receipt. **NOTE: Personnel possessing valid ID cards who experience a disaster (fire, theft, water damage, etc.) are eligible for loan of LC items.**

j. Quantities of LC items issued shall be based upon the total number of family members.

k. Condition of items will be recorded on the receipt at the time of issue (if other than normal condition is apparent).

l. The sponsor/family member is required to read and sign the receipt. Any items borrowed that are not preprinted on the receipt shall be printed on the receipt by the LC representative. The representative issuing the items must enter his/her name in the block, "Signature of ACS representative." Do not use initials.

m. A carbon copy of the receipt is given to the sponsor/family member. The copy of the sponsors' orders is attached to the original receipt and placed in the LC file alphabetically.

**n. Users of the LC will be reminded of their financial responsibilities for borrowed items. In the event of lost or damaged items, the client will be required to replace the item with an equivalent new item.**

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o. Each item returned is to be checked against the original receipt. Items will ONLY be accepted in clean and good condition. (Clients shall not clear the LC until all items are returned and accepted or replacement is made).

p. Once all items are accepted, the ACS Representative shall sign and date the sponsor orders and return to the client. File the cleared copy of the receipt in the "cleared" file by month.

q. Overdue LC receipts will be settled as follows:

(1) Three days after due date, a memorandum (or email, or phone call) shall be sent to the sponsor signed by the RRM.

(2) If there is no response within one week, a memorandum will be sent to the sponsor's commander, signed by the ACSO.

r. To conduct PCS clearance:

(1) Check the LC Issue Receipt file. Persons with items checked out shall not be cleared until the items are return and accepted or replaced.

(2) If the person is not on file, clear him/her in the appropriate space on the clearance sheet by printing name of staff, telephone number and signature. Stamp the sheet with the "ACS" stamp.

(3) The USAREUR Community Automation System (UCAS) shall be accessed daily to pre-clear individuals who have been designated as currently clearing the community by the Central Processing Facility.

BETH GRANT  
Relocation Readiness  
Program Manager

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Attachments

- 1) Lending Closet Issue Receipt
- 2) Lending Closet Master Inventory
- 3) Sample memorandum overdue items
- 4) Sample memorandum overdue items to Cdr

APPROVED:

DATE:

DANNY MILES  
Army Community Services Officer